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Cronan O'Connell
Vice President-Federal Regulatory

February 1, 2005

Ms. Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W., TW-A325
Washington, DC 20554

RE: Qwest ONA Nondiscrimination Report
CC Docket No. 88-2, Phase 1, CC Docket No. 96-128

Dear Ms. Dortch:

Pursuant to the Federal Communications Commission's ("Commission") *Orders*¹ concerning Qwest Communications International Inc.'s ("Qwest") Open Network Architecture ("ONA") Plans, Qwest hereby submits its ONA Nondiscrimination Report for the fourth quarter of 2004. This report includes both provisioning and maintenance results, and is broken down into the categories as mandated by the Commission in its *MO&O on Reconsideration*, Appendix B.

This report also includes the categories of Public Access Lines in accordance with the *Report and Order* implementing Section 276 of the Telecommunications Act of 1996.

Qwest is filing this report via the Commission's Electronic Comment Filing System in the above-mentioned proceedings.

Please contact me if you have any questions.

Sincerely,

/s/ Cronan O'Connell

cc: Ms. Janice Myles (via e-mail at janice.myles@fcc.gov)

Attachment

¹ See *In the Matter of Filing and Review of Open Network Architecture Plans, Memorandum Opinion and Order*, 5 FCC Rcd. 3103 (1990) and *Memorandum Opinion and Order on Reconsideration*, 5 FCC Rcd. 3084 (1990) ("*MO&O on Reconsideration*"). Also see, *In the Matter of Implementation of the Pay Telephone Reclassification and Compensation Provisions of the Telecommunications Act of 1996, Report and Order*, 11 FCC Rcd. 20541 (1996) ("*Report and Order*"), vacated in part, *Illinois Pub. Telecom Assoc. v. FCC*, 123 F.3d 693 (D.C. Cir. 1997).

Quarterly ONA Installation Detail Report
Qwest
4 QTR 2004

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
A1 - Business				
Total Orders	167782	Average Interval	137634	Average Interval
Due Dates Missed	1765	(In Days)	2332	(In Days)
% Due Dates Missed	1.05%	4	1.69%	4
		0		0
A2 - PBX				
Total Orders	691	Average Interval	5009	Average Interval
Due Dates Missed	23	(In Days)	210	(In Days)
% Due Dates Missed	3.33%	7	4.19%	7
		0		0
A3 - Centrex				
Total Orders	11725	Average Interval	20019	Average Interval
Due Dates Missed	242	(In Days)	293	(In Days)
% Due Dates Missed	2.06%	4	1.46%	5
		0		0
A4 - WATS				
Total Orders	29	Average Interval	1162	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	0.00%	2	0.00%	3
		0		0
A5 - Mobile				
Total Orders	0	Average Interval	33	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	0.00%	4
		0		0
A6 - Feature Group A				
Total Orders	3	Average Interval	60	Average Interval
Due Dates Missed	0	(In Days)	7	(In Days)
% Due Dates Missed	0.00%	2	11.67%	8
		0		5
A7 - Foreign Exchange				
Total Orders	160	Average Interval	291	Average Interval
Due Dates Missed	6	(In Days)	6	(In Days)
% Due Dates Missed	3.75%	2	2.06%	3
		0		0

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
4 QTR 2004

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
B1 - Feature Group B				
Total Orders	0	Average Interval	32	Average Interval
Due Dates Missed	0	(In Days)	1	(In Days)
% Due Dates Missed	No Activity	0	3.13%	21
		0		8
B2 - Feature Group D				
Total Orders	0	Average Interval	1940	Average Interval
Due Dates Missed	0	(In Days)	47	(In Days)
% Due Dates Missed	No Activity	0	2.42%	20
		0		9
B3 - DID				
Total Orders	249	Average Interval	3193	Average Interval
Due Dates Missed	120	(In Days)	970	(In Days)
% Due Dates Missed	48.19%	17	30.38%	16
		0		2

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
4 QTR 2004

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
C1 - Packet DDD Line				
Total Orders	3	Average Interval	35	Average Interval
Due Dates Missed	0	(In Days)	3	(In Days)
% Due Dates Missed	0.00%	10	8.57%	8
		0		0
C2 - Packet Synchronous Access				
Total Orders	20	Average Interval	6154	Average Interval
Due Dates Missed	0	(In Days)	358	(In Days)
% Due Dates Missed	0.00%	16	5.82%	11
		0		6
C3 - Packet Asynchronous Access				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
4 QTR 2004

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
D1 - Protective Alarm				
Total Orders	0	Average Interval	119	Average Interval
Due Dates Missed	0	(In Days)	60	(In Days)
% Due Dates Missed	No Activity	0	50.42%	14
		0		0
D2 - Protective Relay				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0
D3 - Control Circuit				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
4 QTR 2004

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
E1 - Telegraph 75 Baud				
Total Orders	1	Average Interval	12	Average Interval
Due Dates Missed	0	(In Days)	4	(In Days)
% Due Dates Missed	0.00%	6	33.33%	6
		0		0
E2 - Telegraph 150 Baud				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
4 QTR 2004

<u>AFFILIATE</u>			<u>ALL OTHERS</u>		
F1 - Voice, Non-Switched Line					
Total Orders	0	Average Interval	47	Average Interval	
Due Dates Missed	0	(In Days)	1	(In Days)	
% Due Dates Missed	No Activity	0	2.13%	10	
		0		4	
F2 - Voice, Switched Line					
Total Orders	5	Average Interval	640	Average Interval	
Due Dates Missed	2	(In Days)	114	(In Days)	
% Due Dates Missed	40.00%	22	17.81%	11	
		0		4	
F3 - Voice, Switched Trunk					
Total Orders	2	Average Interval	1349	Average Interval	
Due Dates Missed	1	(In Days)	54	(In Days)	
% Due Dates Missed	50.00%	6	4.00%	14	
		0		7	
F4 - Voice and Tone, Radio Land Line					
Total Orders	0	Average Interval	2	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	No Activity	0	0.00%	5	
		0		5	
F5 - Data, Low Speed					
Total Orders	0	Average Interval	35	Average Interval	
Due Dates Missed	0	(In Days)	2	(In Days)	
% Due Dates Missed	No Activity	0	5.71%	9	
		0		4	
F6 - Basic Data and Voice					
Total Orders	1	Average Interval	906	Average Interval	
Due Dates Missed	0	(In Days)	70	(In Days)	
% Due Dates Missed	0.00%	16	7.73%	11	
		0		3	
F7 - Voice/Data PSN Access Tie Trunk					
Total Orders	0	Average Interval	125	Average Interval	
Due Dates Missed	0	(In Days)	6	(In Days)	
% Due Dates Missed	No Activity	0	4.80%	12	
		0		6	
F8 - Voice/Data SSN Access					
Total Orders	0	Average Interval	55	Average Interval	
Due Dates Missed	0	(In Days)	4	(In Days)	
% Due Dates Missed	No Activity	0	7.27%	33	
		0		4	
F9 - Voice/Data SSN Intermachine Trunk					
Total Orders	0	Average Interval	0	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	No Activity	0	No Activity	0	
		0		0	
F10 - Data Extension, Voice Grade					
Total Orders	0	Average Interval	0	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	No Activity	0	No Activity	0	
		0		0	

F11 - Voice Grade Telephoto and Facsimile

Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

F12 - Protective Relay, Voice Grade

Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
4 QTR 2004

<u>AFFILIATE</u>			<u>ALL OTHERS</u>		
G1 - Program Audio, 200-3500 Hz					
Total Orders	0	Average Interval	9	Average Interval	
Due Dates Missed	0	(In Days)	2	(In Days)	
% Due Dates Missed	No Activity	0	22.22%	6	
		0		0	
G2 - Program Audio, 100-5000 Hz					
Total Orders	1	Average Interval	3	Average Interval	
Due Dates Missed	0	(In Days)	2	(In Days)	
% Due Dates Missed	0.00%	5	66.67%	6	
		0		0	
G3 - Program Audio, 50-8000 Hz					
Total Orders	2	Average Interval	21	Average Interval	
Due Dates Missed	0	(In Days)	5	(In Days)	
% Due Dates Missed	0.00%	6	23.81%	13	
		0		0	
G4 - Program Audio, 50-15000 Hz					
Total Orders	1	Average Interval	5	Average Interval	
Due Dates Missed	1	(In Days)	1	(In Days)	
% Due Dates Missed	100.00%	11	20.00%	5	
		0		0	

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
4 QTR 2004

<u>AFFILIATE</u>			<u>ALL OTHERS</u>	
H1 - TV Channel 1 Way 15 kHz Audio				
Total Orders	0	Average Interval	70	Average Interval
Due Dates Missed	0	(In Days)	3	(In Days)
% Due Dates Missed	No Activity	0	4.29%	10
		0		1
H2 - TV Channel 1 Way 5 kHz Audio				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
4 QTR 2004

<u>AFFILIATE</u>			<u>ALL OTHERS</u>	
I1 - Digital Voice Circuit				
Total Orders	0	Average Interval	52	Average Interval
Due Dates Missed	0	(In Days)	5	(In Days)
% Due Dates Missed	No Activity	0	9.62%	7
		0		1
I2 - Digital Data, 2.4 kbps				
Total Orders	0	Average Interval	74	Average Interval
Due Dates Missed	0	(In Days)	1	(In Days)
% Due Dates Missed	No Activity	0	1.35%	4
		0		0
I3 - Digital Data, 4.8 kbps				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0
I4 - Digital Data, 9.6 kbps				
Total Orders	0	Average Interval	148	Average Interval
Due Dates Missed	0	(In Days)	12	(In Days)
% Due Dates Missed	No Activity	0	8.11%	11
		0		5
I5 - Digital Data, 56 kbps				
Total Orders	0	Average Interval	42	Average Interval
Due Dates Missed	0	(In Days)	7	(In Days)
% Due Dates Missed	No Activity	0	16.67%	12
		0		1

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
4 QTR 2004

<u>AFFILIATE</u>			<u>ALL OTHERS</u>		
J1 - Dedicated Hicap Digital, 1.544 mbps					
Total Orders	139	Average Interval	40528	Average Interval	
Due Dates Missed	36	(In Days)	3639	(In Days)	
% Due Dates Missed	25.90%	13	8.98%	13	
		0		5	

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
4 QTR 2004

<u>AFFILIATE</u>			<u>ALL OTHERS</u>		
K1 - Dedicated Hicap Digital, 3.152 mbps					
Total Orders	0	Average Interval	0	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	No Activity	0	No Activity	0	
		0		0	
K2 - Dedicated Hicap Digital, 6.312 mbps					
Total Orders	0	Average Interval	0	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	No Activity	0	No Activity	0	
		0		0	
K3 - Dedicated Hicap Digital, 44.736 mbps					
Total Orders	18	Average Interval	2139	Average Interval	
Due Dates Missed	1	(In Days)	369	(In Days)	
% Due Dates Missed	5.56%	11	17.25%	17	
		0		9	
K4 - Dedicated Hicap Digital, >45 mbps					
Total Orders	24	Average Interval	264	Average Interval	
Due Dates Missed	9	(In Days)	33	(In Days)	
% Due Dates Missed	37.50%	14	12.50%	17	
		0		4	

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
4 QTR 2004

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
L1 - Smart PAL				
Total Orders	398	Average Interval	4	Average Interval
Due Dates Missed	34	(In Days)	0	(In Days)
% Due Dates Missed	8.54%	7	0.00%	4
		0		0
L2 - Basic PAL				
Total Orders	780	Average Interval	1232	Average Interval
Due Dates Missed	29	(In Days)	47	(In Days)
% Due Dates Missed	3.72%	13	3.81%	3
		0		0

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Maintenance Report
4 QTR 2004
Qwest

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
A1 - Business				
Total Tickets	39	50		
Average Interval in Hrs/Mns	1	43	2	49
A2 - PBX				
Total Tickets	44	503		
Average Interval in Hrs/Mns	4	50	3	28
A3 - Centrex				
Total Tickets	27	61		
Average Interval in Hrs/Mns	3	8	2	58
A4 - WATS				
Total Tickets	0	5		
Average Interval in Hrs/Mns	No Activity		7	51
A5 - Mobile				
Total Tickets	0	0		
Average Interval in Hrs/Mns	No Activity		No Activity	
A6 - Feature Group A				
Total Tickets	0	32		
Average Interval in Hrs/Mns	No Activity		2	33
A7 - Foreign Exchange				
Total Tickets	45	146		
Average Interval in Hrs/Mns	2	23	3	17

Quarterly ONA Maintenance Report
4 QTR 2004
Qwest

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
B1 - Feature Group B				
Total Tickets	0	6		
Average Interval in Hrs/Mns	No Activity		4	25
B2 - Feature Group D				
Total Tickets	0	177		
Average Interval in Hrs/Mns	No Activity		1	19
B3 - DID				
Total Tickets	47	405		
Average Interval in Hrs/Mns	3	14	2	50

Quarterly ONA Maintenance Report
 4 QTR 2004
 Qwest

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
C1 - Packet DDD Line				
Total Tickets	0	5		
Average Interval in Hrs/Mns	No Activity		0	32
C2 - Packet Synchronous Access				
Total Tickets	0	54		
Average Interval in Hrs/Mns	No Activity		1	21
C3 - Packet Asynchronous Access				
Total Tickets	0	0		
Average Interval in Hrs/Mns	No Activity		No Activity	

Quarterly ONA Maintenance Report
4 QTR 2004
Qwest

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
D1 - Protective Alarm				
Total Tickets	0	25		
Average Interval in Hrs/Mns	No Activity		3	6
D2 - Protective Relay				
Total Tickets	0	0		
Average Interval in Hrs/Mns	No Activity		No Activity	
D3 - Control Circuit				
Total Tickets	0	1		
Average Interval in Hrs/Mns	No Activity		3	13

Quarterly ONA Maintenance Report
 4 QTR 2004
 Qwest

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>
E1 - Telegraph 75 Baud			
Total Tickets	0	0	
Average Interval in Hrs/Mns	No Activity		No Activity
E2 - Telegraph 150 Baud			
Total Tickets	0	7	
Average Interval in Hrs/Mns	No Activity		3 34

Quarterly ONA Maintenance Report
4 QTR 2004
Qwest

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
F1 - Voice, Non-Switched Line				
Total Tickets	0	38		
Average Interval in Hrs/Mns	No Activity		2	42
F2 - Voice, Switched Line				
Total Tickets	279	1066		
Average Interval in Hrs/Mns	2	1	3	28
F3 - Voice, Switched Trunk				
Total Tickets	115	805		
Average Interval in Hrs/Mns	1	42	2	28
F4 - Voice and Tone, Radio Land Line				
Total Tickets	0	45		
Average Interval in Hrs/Mns	No Activity		2	50
F5 - Data, Low Speed				
Total Tickets	2	51		
Average Interval in Hrs/Mns	1	6	3	12
F6 - Basic Data and Voice				
Total Tickets	20	2080		
Average Interval in Hrs/Mns	1	53	2	36
F7 - Voice/Data PSN Access Tie Trunk				
Total Tickets	0	116		
Average Interval in Hrs/Mns	No Activity		1	16
F8 - Voice/Data SSN Access				
Total Tickets	0	0		
Average Interval in Hrs/Mns	No Activity		No Activity	
F9 - Voice/Data SSN Intermachine Trunk				
Total Tickets	0	0		
Average Interval in Hrs/Mns	No Activity		No Activity	
F10 - Data Extension, Voice Grade				
Total Tickets	0	8		
Average Interval in Hrs/Mns	No Activity		1	45
F11 - Voice Grade Telephoto and Facsimile				
Total Tickets	0	0		
Average Interval in Hrs/Mns	No Activity		No Activity	
F12 - Protective Relay, Voice Grade				
Total Tickets	0	8		
Average Interval in Hrs/Mns	No Activity		5	25

Quarterly ONA Maintenance Report
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Qwest

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
G1 - Program Audio, 200-3500 Hz				
Total Tickets	0	8		
Average Interval in Hrs/Mns	No Activity		1	56
G2 - Program Audio, 100-5000 Hz				
Total Tickets	0	6		
Average Interval in Hrs/Mns	No Activity		1	40
G3 - Program Audio, 50-8000 Hz				
Total Tickets	3	17		
Average Interval in Hrs/Mns	3	39	4	1
G4 - Program Audio, 50-15000 Hz				
Total Tickets	5	18		
Average Interval in Hrs/Mns	2	17	5	10

Quarterly ONA Maintenance Report
 4 QTR 2004
 Qwest

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
H1 - TV Channel 1 Way 15 kHz Audio				
Total Tickets	2	9		
Average Interval in Hrs/Mns	0	54	2	32
H2 - TV Channel 1 Way 5 kHz Audio				
Total Tickets	0	0		
Average Interval in Hrs/Mns	No Activity		No Activity	

Quarterly ONA Maintenance Report
4 QTR 2004
Qwest

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
I1 - Digital Voice Circuit				
Total Tickets	0	28		
Average Interval in Hrs/Mns	No Activity		1	15
I2 - Digital Data, 2.4 kbps				
Total Tickets	0	39		
Average Interval in Hrs/Mns	No Activity		1	36
I3 - Digital Data, 4.8 kbps				
Total Tickets	0	0		
Average Interval in Hrs/Mns	No Activity		No Activity	
I4 - Digital Data, 9.6 kbps				
Total Tickets	0	103		
Average Interval in Hrs/Mns	No Activity		2	15
I5 - Digital Data, 56 kbps				
Total Tickets	1	2403		
Average Interval in Hrs/Mns	7	43	2	47

Quarterly ONA Maintenance Report
4 QTR 2004
Qwest

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
J1 - Dedicated Hicap Digital, 1.544 mbps				
Total Tickets	198	12773		
Average Interval in Hrs/Mns	2	54	3	12

Quarterly ONA Maintenance Report
 4 QTR 2004
 Qwest

<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
K1 - Dedicated Hicap Digital, 3.152 mbps			
Total Tickets	0	1	
Average Interval in Hrs/Mns	No Activity	1	28
K2 - Dedicated Hicap Digital, 6.312 mbps			
Total Tickets	0	0	
Average Interval in Hrs/Mns	No Activity	No Activity	
K3 - Dedicated Hicap Digital, 44.736 mbps			
Total Tickets	4	310	
Average Interval in Hrs/Mns	1	2	1 42
K4 - Dedicated Hicap Digital, >45 mbps			
Total Tickets	850	382	
Average Interval in Hrs/Mns	14	45	16 26

Quarterly ONA Maintenance Report
4 QTR 2004
Qwest

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>
L1 - Smart PAL			
Total Tickets	0	0	
Average Interval in Hrs/Mns	No Activity		No Activity
L2 - Basic PAL			
Total Tickets	0	0	
Average Interval in Hrs/Mns	No Activity		No Activity

Quarterly ONA Maintenance Report - Tickets with Due Dates
Qwest
4 QTR 2004

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>		
A1 - Business			Percent	Average Time
Total Tickets	22554	30104	Difference	Difference
Average Interval in Hrs/Mns	14:04	15:49	0.32%	1:45
Due Dates Missed	1976	2733		
% Due Dates Missed	8.76%	9.08%		
A2 - PBX			Percent	Average Time
Total Tickets	107	767	Difference	Difference
Average Interval in Hrs/Mns	14:30	16:25	0.54%	1:56
Due Dates Missed	11	83		
% Due Dates Missed	10.28%	10.82%		
A3 - Centrex			Percent	Average Time
Total Tickets	3595	6322	Difference	Difference
Average Interval in Hrs/Mns	14:37	16:31	0.31%	1:54
Due Dates Missed	384	695		
% Due Dates Missed	10.68%	10.99%		
A4 - WATS			Percent	Average Time
Total Tickets	0	2	Difference	Difference
Average Interval in Hrs/Mns	No Activity	11:16		
Due Dates Missed	0	0		
% Due Dates Missed	0.00%	0.00%		
A5 - Mobile			Percent	Average Time
Total Tickets	0	6	Difference	Difference
Average Interval in Hrs/Mns	No Activity	61:16:00		
Due Dates Missed	0	3		
% Due Dates Missed	0.00%	50.00%		
A6 - Feature Group A			Percent	Average Time
Total Tickets	0	20	Difference	Difference
Average Interval in Hrs/Mns	No Activity	12:07		
Due Dates Missed	0	5		
% Due Dates Missed	0.00%	25.00%		
A7 - Foreign Exchange			Percent	Average Time
Total Tickets	43	209	Difference	Difference
Average Interval in Hrs/Mns	14:53	14:40	2.59%	-0:13
Due Dates Missed	3	20		
% Due Dates Missed	6.98%	9.57%		

Quarterly ONA Maintenance Report - Tickets with Due Dates
Qwest
4 QTR 2004

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>		
E1 - Telegraph 75 Baud			Percent	Average Time
Total Tickets	0	0	Difference	Difference
Average Interval in Hrs/Mns	No Activity	No Activity		
Due Dates Missed	0	0		
% Due Dates Missed	0.00%	0.00%		
E2 - Telegraph 150 Baud			Percent	Average Time
Total Tickets	0	45	Difference	Difference
Average Interval in Hrs/Mns	No Activity	18:50		
Due Dates Missed	0	22		
% Due Dates Missed	0.00%	48.89%		
